

Customer Service Report for EMIB



For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Deactivate/Close	1	0	0	0	0	1	0	0	0	0	0
Edit Account	10	0	0	0	0	5	0	0	5	0	7
General Info	3	0	0	1	0	0	0	0	4	0	12
Password Reset	1	0	0	0	0	0	0	0	1	0	5
Register/Open	5	0	0	599	0	1	0	0	603	0	0
Application Support											
Specialized Application	2	0	0	0	0	1	0	0	1	0	6
ASR											
Other	0	0	0	1	0	0	0	0	1	0	0
Back Office Support											
Active Directory	11	0	0	3	0	1	0	0	13	0	6
Backup/Restore	5	0	0	0	0	0	0	0	5	0	12
Configuration	7	0	0	0	0	0	0	0	7	0	9
Create Server Service	1	0	0	0	0	0	0	0	1	0	25
Delete Server Service	1	0	0	0	0	0	0	0	1	0	2
Maintenance	1	0	0	1	0	0	0	0	2	0	3
Migration/Upgrade	2	0	0	0	0	0	0	0	2	0	21
Permissions/Shares	29	0	0	1	0	10	0	0	20	0	5
Reset Limits	10	0	0	0	0	0	0	0	10	0	20
Troubleshoot	2	0	0	0	0	0	0	0	2	0	15
CIT Categories											
KB/Support Page	6	0	0	0	0	0	0	0	6	0	2
LISTSERV	1	0	0	0	0	0	0	0	1	0	4
Web Site Issue	1	0	0	0	0	0	0	0	1	0	8
Connectivity											
General Info	0	0	0	1	0	0	0	0	1	0	0
TCP/IP	2	0	0	2	0	0	0	0	4	0	4

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Email											
Entourage	1	0	0	0	0	0	0	0	1	0	13
Eudora	1	0	0	0	0	0	0	0	1	0	50
Exchange Email	5	0	0	3	0	0	0	0	8	0	13
General Info	2	0	0	0	0	0	0	0	2	0	14
MS Outlook	5	0	0	0	0	0	0	0	5	0	16
Outlook Express	1	0	0	0	0	0	0	0	1	0	13
PKI-Secure Email	1	0	0	0	0	0	0	0	1	0	25
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	6
Hardware											
Desktop/Install/Build	0	1	0	0	0	0	0	1	0	0	203
Desktop/Troubleshoot	1	0	0	0	0	0	0	0	1	0	5
Printers/Troubleshoot	0	1	0	0	0	0	0	0	0	1	0
Servers/Config/Setup	0	1	0	0	0	1	0	0	0	0	0
Servers/Install/Build	0	12	0	0	0	12	0	0	0	0	0
Servers/Troubleshoot	0	1	0	0	0	1	0	0	0	0	0
Local LAN											
LocalLAN/General Info	1	0	0	0	0	0	0	0	1	0	11
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	54
NIHnet											
Inquiry	2	0	0	0	0	1	0	0	1	0	10
Server Support-DNS	6	0	0	1	0	0	0	0	7	0	9
Service Prov-IP Address Admin	6	0	0	1	0	0	0	0	7	0	16
Service Prov-Other	1	0	0	0	0	0	0	0	1	0	20
Wireless Services											
BB/Other	1	0	0	0	0	0	0	0	1	0	15

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Grand Total:	137	16	0	614	0	34	0	1	731	1	2
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Total Tickets Closed:	733
Total Tickets Assigned/Pending/Checked Out:	34
Total Tickets Created:	767